5 FAM 1200
STATE MESSAGING AND ARCHIVE RETRIEVAL TOOLSET (SMART)

5 FAM 1210
PURPOSE AND SCOPE

(CT:IM-127;   03-05-2012)
(Office of Origin: IRM/OPS/MSO/LAD)

5 FAM 1211 PURPOSE AND SCOPE

(CT:IM-127;   03-05-2012)

a. This subchapter establishes policy for the State Messaging and Archive Retrieval Toolset (SMART) messaging application. This policy applies to all Department personnel, contractors, and other U.S. Government agency personnel (hereinafter referred to as users) who are authorized to have access to Department facilities and networks (domestically and abroad).

b. All users of SMART must follow the policy in this subchapter and the associated Telecommunications Handbook (5 FAH-2) when using the SMART application.

5 FAM 1212 AUTHORITIES

(CT:IM-127;   03-05-2012)

The authorities for this policy are found in 1 FAM 271.5 and 5 FAM 113.

5 FAM 1213 DEFINITIONS

(CT:IM-127;   03-05-2012)

Action addressee: The post or element to which a cable is directed by the originator for action.

Allied Communications Publication (ACP): One of several publications

that regulate the use of allied government transmission facilities. ACPs are identified by a numerical suffix, for example: ACP-127, ACP-131.

Addressee: The post, activity, or individual to whom a message is directed by the originator. Addressees are indicated as either action or information.

Archive message: Department messages analogous to cables and memoranda that have long-term record value. Archive messages are stored in the archive.

Archive (the Archive): The official Department database of all archive messages sent to and received by SMART. Users can search the Archive for messages and can save searches so they are notified when messages that meet their interests are added to the Archive. Access to the Archive is controlled by role-based access control (RBAC) restrictions.

Captions: A handling or distribution instruction that is listed before any other handling instructions in the cable text, as defined by ACP-127. A caption denotes the special nature of, or limits the distribution of, a telegram.

Classified message: In SMART, an archive or working message that is marked as Confidential or Secret and can only be received (or retrieved from the archive) by individuals with an appropriate security clearance.

Collective: A listing of several posts and/or activities grouped for a specific purpose or type of telegraphic traffic. There are two types of collectives: Department originated, to which only the activities or bureaus within the Department may originate telegraphic traffic; and field originated, to which any member of that particular collective may originate a cable. Posts that are not in a collective may not send cables to that particular collective. Military addressees are not authorized to use collectives.

Critical Intelligence (CRITIC): A handling symbol and precedence for specially formatted cables conveying national security information that must be routed to NSA and then delivered to the highest levels of the U.S. Government as fast as possible.

Dissemination rules: Settings that distribute messages to users based on logical expressions of the Department's business rules. They allow messages to be distributed to necessary recipients through derived addresses rather than only to direct addresses.

Global Address List (GAL): A list of all Department and some external agency email addresses, collectives, and other user contact information.

Info addressee: The post, activity, unit, or command to which a cable is directed for information by the originator.

Legacy systems: Any existing Department messaging system, including

the Common LAN Outbound Telegram (CLOUT) system, the Terminal Equipment Replacement (TERP) system, CableXpress, and the Enhanced Alternate Communications Terminal (EACT). Although SMART currently interfaces with the legacy systems, it will eventually replace these systems.

Main State Messaging Center (MSMC) Administrator: An administrator at SMART's central site, the Department's Messaging Center.

Message: The electronic transfer of official and unofficial correspondence including telegrams and e-mail.

Metadata: Literally, "data about data." Information relating to business processes, data sources, and ownership, helping users to navigate through the data.

Microsoft Outlook: A software application within the Microsoft (MS) Office suite that enables users to send and receive email messages. SMART customization enables users to send and receive SMART messages using MS Outlook.

Originator: The post or activity that originates a message.

Personally Identifiable Information: Information that can be used to distinguish or trace an individual's identity, such as their name, Social Security number, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.

Plain Language Address (PLA): A unique name for use in the address component of a Command, Control, and Communications System message. A PLA identifies an organization (i.e. Amembassy London)

Post Administrator: The local system administrator at a post abroad or domestic office at the Department.

Precedence: A designation assigned to a cable by the drafter to indicate to communications personnel the relative order and degree of urgency required in processing and dispatching a telegram, and to the addressee the order in which the message is to be noted.

Recipient: An addressee of a message who receives the message.

Releaser: A user who sends or disseminates an archive message.

Role-Based Access Control (RBAC): A security feature in which users' permissions within a system are based on their job function within an organization. In SMART, RBAC is enforced using captions, TAGS (Traffic Analysis by Geography and Subject), roles, sensitivity, post, employee type, and classification.

Sensitive message (SBU): Information which warrants a degree of

protection and administrative control that meets the criteria for exemption from public disclosure set forth under Sections 552 and 552a of Title 5, United States Code: the Freedom of Information Act and the Privacy Act. See 12 FAM 540 for more details on SBU.

State Messaging and Archive Retrieval Toolset (SMART): A simple, secure, and user-driven system to support the conduct of diplomacy through modern messaging, dynamic archiving, and information sharing.

Working message: A Department message that does not have long-term record value, and, therefore, not stored in the archive. They require markings for classification and sensitivity.

5 FAM 1214 MESSAGE TYPES AND THEIR USAGE

5 FAM 1214.1 Archive and Working Messages

(CT:IM-127; 03-05-2012)

a. See 5 FAM 1213 for definitions of these message types. Cables are always archive documents, and emails may be archive (record) or working messages.

b. When drafting, approving and/or releasing archive messages, a user must comply with 5 FAM, 12 FAM 500, 12 FAM 600, and 12 FAH-6 H-540 and any other Department requirements, i.e., precedence, classification, and subject content. Archive messages must comply with this chapter.

c. Other agencies must comply with Department standards and procedures when using the Department's communications systems. At post, the messaging regulations for other agencies will be followed only when they do not conflict with or adversely impact the Department's systems and requirements.

d. Include Executive Order information (see 5 FAH-1 H-217.1), TAGS (see 5 FAH-1 H-217.2), and Subject (see 5 FAH-1 H-217.3) lines on all Department archive messages. All messages whether archive or working must be marked accordingly using the appropriate sensitivity marking category designator (see 12 FAM 540).

5 FAM 1214.2 Cables

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a. Cables contain official evidence of the Department's business.

b. Cables require an organizational address or Plain Language address (PLA) in the Action line.

c. Cables are addressed to an individual(s) in the Info line.

d. Cables must have Precedence, TAGS, and Classification defined and may contain Captions.

e. Cables must have the designated principal in charge as the authority for release at the end of the cable.

f. Cables must have Message Reference Numbers (MRNs) as unique identifiers.

g. Cables are saved to the Archive.

h. Cables can be searched and retrieved from the Archive, depending on user permissions.

5 FAM 1214.3 Record Email

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Record email is a specific feature in SMART created to enable any user to preserve an email record in the archive without it needing to be an official cable. This helps preserve many items that were not archived by legacy systems (e.g., meeting minutes, taskings, etc.).

a. Record emails are directly addressed to an individual(s) or distribution list and assigned a unique identifier for a Message Directly Addressed (e.g., 09 MDA 12345).

b. Record emails may be addressed to the Archive as "For the Record" and assigned a unique identifier as a message for the record (e.g., 09 FTR 4567).

c. Record emails must have TAGS, Classification, and Captions to restrict access, and "Privacy" markings. Sensitivity markings are only on working emails.

d. Record emails can be searched and retrieved from the Archive, depending on user permissions. "User permissions" restrict a user's ability to retrieve cables to only those Captions for which their accounts have been provisioned.

e. Record emails cannot be retrieved by non-addressees if marked for addressee only.

5 FAM 1214.4 Working Messages

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a. Working messages are similar to an MS Outlook email.

b. Working messages do not have long-term record value and are kept in your inbox or .pst file for reference.

c. Working messages are not stored in the Archive.

d. Working messages are not retrieved from SMART search inquiries.

e. Working messages include notes or working drafts not needed for a proper understanding of Departmental policies and actions.

f. Working messages include personal exchanges unrelated to official business.

g. Working messages contain classification and sensitivity markings on both ClassNet and OpenNet.

5 FAM 1215 REPORTING SMART AND/OR COMPUTER PROBLEMS

(CT:IM-127; 03-05-2012)

Domestic users experiencing problems with SMART should contact the IT Service Center, ITServiceCenter@state.gov or 202-647-2000. Users abroad experiencing problems with SMART should contact their local IT staff first.

5 FAM 1217 THROUGH 1219 UNASSIGNED

(CT:IM-127; 03-05-2012)